

## Responses from Clear View Behavioral Health and Strategic Behavioral Health

### Jan. 14, 2019 [report](#)

After multiple failed attempts to get a response form the management at Clear View Behavioral Health, we visited the Johnstown facility. We were asked to leave the property, the employee threatening to call police if we did not.

### Jan. 31, 2019 [report](#)

Media Statement from Rick Harding, CEO, Clear View Behavioral Health, Jan. 31, 2019

*At Clear View Behavioral Health hospital, we are committed to providing safe, high-quality care and to continually improving our ability to help our patients while working collaboratively with regulators to ensure we comply with all laws and regulations.*

*As part of that commitment, we are always seeking feedback from patients and their families, as well as our employees. We take very seriously any concerns they raise, and use that information to help us improve our care.*

*The high quality of our care is evidenced by our accreditation by the Joint Commission, the leading healthcare accrediting organization in the United States, which recently completed its regular review of Clear View and found that we continued to meet their standards.*

*In addition, our rates for readmission of patients are lower than the national average, which can be an indicator that a greater percentage of our patients are successfully adapting to a return to life in the community and that we are providing the right treatment. In 2018, the readmission rate for adults discharged from Clear View was 8.9%, compared with 22.4% of a similar population nationally of adults with acute mental illness.*

*That said, it is important to emphasize that people admitted for in-patient behavioral health care frequently face substantial challenges that cannot be addressed overnight. It is one of our core responsibilities to determine whether a patient is ready for discharge, meaning that they are stabilized and have the resources and support they need after treatment. In the case of patients who are involuntarily committed to our hospital it is our legal obligation to make this determination. It is important to note that the staff at Clear View cannot involuntarily admit a patient — that is a legal process involving a medical professional and requires certifying that the patient is an immediate danger to themselves or others. Discharging a patient prematurely can make it much more difficult for them to successfully re-enter the community.*

*A key to success in this area for any behavioral health hospital is careful discharge planning, which must account for a variety of factors. It is a standard practice for behavioral health hospitals around the country to seek to have a smooth flow of admissions and discharges —*

*while always prioritizing the needs of the patient and regulatory requirements — to ensure that necessary resources are available to best assist patients entering and leaving.*

*We would also like to emphasize that we always do everything possible to guard the privacy of our patients, and have very careful policies about visitors to our facility as a result. This is not only a legal requirement but is also our ethical obligation as caregivers to ensure that patients can trust that they are being treated in a safe and confidential environment.*

*Late Wednesday afternoon, we received a notice from the Colorado Department of Public Health & Environment that they have approved a quality improvement plan that we proposed in response to a review they conducted at Clear View in July. Under the notice, Clear View will operate under a conditional license, which means that our facility will continue to operate as usual as long as we successfully implement the plan. There will be no disruption to our services, and patients will continue to receive the highest quality care from Clear View.*

*The plan, which takes effect Friday, provides that Clear View will retain an outside quality assurance consultant to work with the facility on improving processes, and will also retain an outside nurse educator consultant to provide training for the nursing staff. Under the plan, Clear View will also improve its processes for determining staffing levels.*

*We welcome any opportunity to improve our patient care, and look forward to working with the state health department on this important project.*

#### **March 6, 2019 [report](#)**

*At Clear View Behavioral Health we place the highest value on honesty and integrity in our relationships with patients, families and employees, and in our interactions with organizations that reimburse us for care. We have a robust compliance program that includes rigorous audits to insure that all documentation for reimbursement follows appropriate laws and regulations. We take seriously any concerns expressed by patients, families, employees or anyone else about our billing practices and follow state and federal guidelines for appropriately resolving those concerns.*

-- Rick Harding, CEO Clear View Behavioral Health

#### **March 15, 2019 [report](#)**

Media Statement from Clear View Behavioral Health

*We are pleased to announce that Dan Zarecky, a highly experienced leader in the behavioral health field, has been named Chief Executive Officer of Clear View Behavioral Health.*

*Dan, who assumes his new role immediately, has more than 28 years of experience in behavioral health care management, including developing innovative treatment programs, managing*

*operations and engaging with patients and families to provide the best experience possible. Dan previously served as the CEO of a behavioral health hospital and serves as the President of the Board of Directors of the National Alliance on Mental Illness – Colorado Springs.*

*Dan's appointment to our leadership team is a central part of our effort to enhance the services we provide. Among his top priorities is building a strong leadership team that will help Clear View achieve its mission of assisting patients in overcoming their challenges and building a happy, successful life. Dan succeeds Rick Harding, who resigned.*

### **March 22, 2019 [report](#)**

Clear View declined requests for an interview with Denver7 but did provided the following statement from newly-hired Clear View CEO Dan Zarecky:

*"At Clear View Behavioral Health, our top priority is to treat all of our patients with integrity and respect. We are committed to the safety, security and privacy of our patients at all times.*

*"We have rigorous procedures in place to register and secure belongings when patients are admitted. In the event items are misplaced, it is our policy to reimburse patients in situations where it can be demonstrated their belongings were lost."*

### **May 3, 2019 [report](#)**

Contact7 Investigates made every attempt to get administrators at Clear View Behavioral Health to sit down for an on-camera interview. They refused. Instead, Clear View's new CEO, Dan Zarecky, released the following statement concerning Hetei's death, saying that the coroner's suggestion of a cover-up was "false":

*"At Clear View Behavioral Health, we are dedicated to providing high-quality, compassionate care to our patients, and are committed to working closely with all agencies that have oversight of our facility, including the Joint Commission, which accredits our hospital, and the Colorado Department of Health, which is our principle regulator and issues findings about its facility reviews that are available to the public and the news media."*

*"Our ethical principles, as well as federal law, prevent us from commenting on any matters involving specific individuals.*

*"However, it has been our practice to report fully and promptly to those agencies on any occurrence at our facility that may raise concerns for them, and any suggestion that we might attempt to cover up details of a reportable event is false and outrageous."*

May 17, 2019 [report](#)



**Statement from Dan Zarecky, CEO, Clear View Behavioral Health**

At Clear View Behavioral Health, we are committed to working collaboratively with the Colorado Department of Health and the federal Centers for Medicare and Medicaid Services to ensure we are delivering safe, high-quality care to our patients.

That collaboration was evident when a Health Department surveyor who was also acting on behalf of CMS pointed to issues with our care during a January visit to our facility. We immediately addressed the most serious of those concerns to the satisfaction of the surveyor and no disciplinary action was taken against Clear View either by the state Health Department or CMS after his visit.

Nonetheless, Clear View took the surveyor's report very seriously, as we do any feedback from our regulators. In addition to our plan to address his concerns, we brought in a more experienced leadership team -- including a new Chief Executive Officer, Chief Nursing Officer and Director of Quality, Compliance and Risk -- to put our hospital on a clear path to assuring we meet our quality and safety goals. We have also conducted 1,350 hours of staff training since Feb. 1 and have engaged an Executive Nurse Educator and an Executive Quality and Performance Improvement consultant, both of whom have extensive experience in behavioral health and supporting positive change.

Subsequently, Clear View submitted an action plan to improve performance in other areas, which the Health Department approved. We look forward to a return visit to our facility by the surveyor at which time he will evaluate the implementation of the action plan. We believe he will find our hospital in compliance and that we will be placed in full good standing with the Department at that time.

We are keenly aware of the significant and complicated medical conditions that often accompany long-term severe and persistent mental illness. Any patient injury or death in our facility is heartbreaking and we are constantly evaluating our internal policies and processes to make sure all our patients continue to receive personalized care and attention.

We recognize that these events may have raised concerns, and we want to assure our community and the providers who refer patients to us that these problems are behind us and that our commitment to providing safe, high-quality care is and will continue to be our first priority.

**June 25, 2019 [report](#)**

Pendlebury, Clear View's CEO, said in the Tuesday statement the facility was working with the state:

*"At Clear View Behavioral Health, we are committed to providing safe, high-quality care to our patients. Over the last several months, we have made a number of improvements in our processes to address concerns raised at the beginning of the year by the Colorado Department of Health.*

*"The Health Department approved our improvement plan and we have been working collaboratively with them as we have implemented it. We were disappointed by the notice we received yesterday, and are in communication with Health Department to determine how we can address their concerns so that Clear View can continue its vital role of providing much-needed behavioral health treatment to the people of our region."*